



Attorney Docket No. 1584.1003

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Robert EILBACHER, et al.

Application No.: 09/490,065

ATTENTION

Confirmation No.: 6692

CERTIFICATE OF CORRECTION

Filed: January 24, 2000

BRANCH

U.S. Patent No.: 6,959,078

Issued: October 25, 2005

For: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

REQUEST FOR CERTIFICATE OF CORRECTION

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

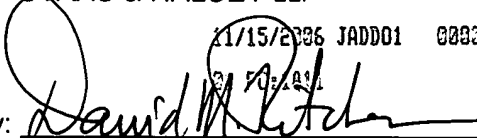
Sir:

Patentee(s) respectfully request(s) that a Certificate of Correction be issued in the subject patent, pursuant to 35 USC § 254 and 37 CFR § 1.322, to correct the error(s) shown on the attached Form PTO-1050. A check in the amount of \$100 to cover the cost of the Certificate is attached.

One or more of the errors shown on the attached Form PTO-1050 is or are within the responsibility of the applicants; each thereof is of a clerical or typographical nature or of minor character and occurred in good faith, and the correction thereof is consistent with the prosecution record.

Respectfully submitted,

STAAS & HALSEY LLP

By: 
David M. Pitcher
Registration No. 25,908

11/15/2006 JADD01 00000132 6959078

NOV 14 2006

100.00 00

Date: November 14, 2006

1201 New York Ave, N.W., 7th Floor
Washington, D.C. 20005
Telephone: (202) 434-1500
Facsimile: (202) 434-1501

Certificate

NOV 17 2006

of Correction

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.
(Also Form PTO-1050)

UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO : 6,959,078

DATED : October 25, 2005

INVENTOR(S) : Robert EILBACHER, et al.

It is certified that error appears in the above-identified patent and that said Letters Patent are hereby corrected as shown below:

Column 12, Line 54, after "display" insert --devices--.

Column 14, Line 16, change "one," to --one--.

MAILING ADDRESS OF SENDER:
STAAS & HALSEY LLP
1201 New York Avenue, N.W.
7th Floor
Washington, DC 20005

PATENT NO. 6,959,078

No. of add'l copies
@ 304 per page

⇒